	Weekly Report	Weekly			Month						Overall Total
		01/16/2021	01/09/2021	01/02/2021	Dec	Nov	Oct	Sep	Aug*	Jul*	
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	6,762	6,403	5,132	22,257	15,013	8,155	4,940	5,393	4,127	74,080
	# Indexes Complete	5,210	5,054	3,974	18,045	12,327	6,690	4,093	4,201	3,303	59,662
	% Indexes Complete	77.2%	79.1%	77.6%	81.1%	82.2%	82.1%	82.9%	78.1%	80.3%	80.7%
	# Indexes unreachable (Max Attempts)	1,552	1,348	1,158	4,212	2,686	1,465	847	1,192	824	14,417
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	23.0%	21.1%	22.6%	18.9%	17.9%	18.0%	17.2%	22.2%	20.0%	19.5%
	# Indexes Attempted calls (all completions + at least 1 attempt)	6,753	6,388	5,124	22,239	14,994	8,146	4,935	5,380	4,113	73,975
	Average time from Index Received to Index Reached	0.06:38:08	0.09:10:16	0.09:05:24	0.11:02:07	0.13:28:47	0.20:18:33	1.05:19:37	2.06:50:18	2.11:53:08	0.19:38:20
	Average Index Handle Time	0.00:14:09	0.00:13:37	0.00:13:59	0.00:13:33	0.00:13:04	0.00:14:01	0.00:13:07	0.00:12:47	0.00:14:03	0.00:13:31
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	67.6%	69.7%	68.4%	71.9%	72.7%	72.2%	69.0%	58.1%	52.6%	68.9%
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	100.0%	99.9%	100.0%	99.9%	99.9%	99.9%	99.8%	99.7%	97.1%	99.7%
Contacts	# contacts generated	11,807	10,710	8,201	48,342	36,854	21,079	14,495	9,575	6,925	161,318
	# contacts generated per Index Complete	2.3	2.1	2.1	2.7	3.0	3.2	3.5	2.3	2.1	2.7
	# contacts complete	10,955	9,763	7,560	42,802	32,429	18,379	12,733	8,721	6,388	143,565
	% contacts complete	92.8%	91.2%	92.2%	88.5%	88.0%	87.2%	87.8%	91.1%	92.2%	89.0%
	# contacts unreachable (Max Attempts + missing phone numbers)	837	947	641	5,540	4,425	2,700	1,762	854	537	17,738
	% contacts unreachable (Max Attempts + missing phone numbers)	7.1%	8.8%	7.8%	11.5%	12.0%	12.8%	12.2%	8.9%	7.8%	11.0%
	# contact attempted (all completions + at least 1 attempt)	11,807	10,710	8,201	48,342	36,854	21,079	14,495	9,575	6,925	161,318
	Average Time from Contact Generated to Contact Reached	0.07:53:15	0.18:57:11	0.23:19:27	1.00:21:40	1.14:26:33	2.13:32:41	3.14:22:00	3.21:36:31	4.16:11:16	1.21:00:57
	Average Contact Handle Time	0.00:14:15	0.00:12:40	0.00:12:44	0.00:12:12	0.00:11:18	0.00:11:26	0.00:10:47	0.00:10:22	0.00:13:49	0.00:11:55
	% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	83.8%	76.1%	76.8%	73.7%	70.2%	67.4%	64.5%	60.8%	63.3%	70.8%
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	99.5%	99.4%	99.3%	99.4%	99.5%	99.5%	99.0%	99.0%	97.6%	99.3%
	Average Time from receipt of initial case name to full completion of all related contacts	0.21:11:22	1.01:52:59	1.02:15:13	1.14:18:58	2.09:44:30	3.03:47:16	4.23:18:27	4.16:42:21	5.18:31:16	2.14:15:40